

Disabilities Forum Meeting 06/09/17

Accessibility on Public Transport

Action Plan

<u>You Said...</u>	<u>We did...</u>
Accessibility can vary at stations across the borough and London more generally.	<p>Brent Council will work with partners such as TfL and Network Rail to identify a list of priority stations, these could be interchanges with other lines or bus routes or stops and stations close to hospitals and other services.</p> <p>It should be noted that at this stage this is a data gathering exercise to generate a list of priority areas for the Transportation Planning Team.</p>
<p>People with disabilities could be involved in bus driver training. Particularly around the following areas:</p> <ul style="list-style-type: none">• Embarking and disembarking for people with mobility issues;• Effective on-bus space management for wheelchair users;• Dealing with hate crime;• More support for people with disabilities during peak hours; and• Management and design of signage and audio messages.	<p>We are exploring opportunities to engage with bus companies around driver training with regards to working and engaging people with disabilities and have fed this information back to TfL.</p> <p>The Council has formally responded to the Mayor's Diversity & Inclusion Strategy consultation and has incorporated the feedback from the Disability Forum meeting that was held on 6 September 2017.</p>
Pavements in the borough can sometimes be broken and cracked, whilst litter and obstructions on the streets can make getting around difficult.	<p>The Council is seeking funding to undertake more proactive investment in Brent's pathways. We are also moving away from the use of slabs to pathways with tarmac which are stronger and more durable than traditional paving slabs.</p> <p>Where a need for a repair is identified, it will be arranged with our highways contractor. More urgent repairs will be prioritised. Residents can report any defects that they find and the Council will arrange an inspection.</p> <p>Brent's streets are inspected regularly for defects, litter and obstructions by Council contractors which can also be reported. Brent's town centres are swept continually</p>

	<p>during the day and streets as often as necessary. We also have litter patrol teams who take action against anyone caught littering and issue 'on the spot' fines to anyone creating an obstruction of public highways.</p>
<p>Roadworks can sometimes lead to diversions in the borough with warnings not always giving people enough notice about this.</p> <p>Temporary bus stops can sometimes be located some distance from the permanent ones.</p>	<p>Major roadworks that require diversions would have Advanced Warning Signs erected two weeks prior to the commencement of works in an attempt to warn as many road users as possible, in order for them to plan their journey and avoid the area during the works phase. The road diversion signs are erected on the day of the works to direct motorists to follow the diversionary route. On occasions these signs may be masked by other vehicles preventing them from being seen.</p> <p>Suspension of bus stops are agreed with London Buses whose responsibility it is to place temporary signs at the permanent stop and locate a temporary stop as near to the permanent stop as possible. Unfortunately, temporary stops cannot be placed at locations where access is required such as driveways. This can lead to temporary stops being located some distance from the permanent ones.</p> <p>We have fed this information back to TfL although they are currently taking steps to address this, proposal 54e in the draft Mayor of London's Transport Strategy states that TfL are continuing with an improved approach to coordinating road works and reducing the number of times streets have to be dug up to limit disruption on bus services.</p>
<p>Bus ramps are sometimes set too high above the kerb, it would be useful to have a lip on them to create a more seamless transition between the ramp and kerb.</p>	<p>TfL is responsible for signage at tube stations, we have fed this suggestion back to them.</p>
<p>Footways and pavements are sometimes not wide enough to accommodate wheelchair users.</p>	<p>In a historical city like London there will be a number of narrow footways that are not suitable for all users, as this was not considered at the time they were built. We are constrained by existing conditions such as road width and distance between buildings and roads when considering footway widening, although we do try to accommodate wheelchair users as much as possible.</p>
<p>Healthy walking areas are not always fully accessible to people with disabilities.</p>	<p>This comment has been noted by Brent's Highways and Infrastructure team who are looking into it.</p>
<p>People with disabilities can be victims of hate crime on buses</p>	<p>Brent has taken a number of steps to tackle hate crime in the community:</p> <ul style="list-style-type: none"> • Widened the remit of the Community Multi Agency Risk Assessment Conference (MARAC) to include Hate Crime;

	<ul style="list-style-type: none"> • A dedicated Disability Link PCSO officer, Malcolm Charlton, has been appointed; • A dedicated LGBT Police Officer, DI Linda Bradley has been appointed; • A Brent Hate Crime Manual has been commissioned; • An updatable hate crime webpage is now live on the Brent website; • The Council passed the motion 'challenging hate, championing cohesion' on 18 September 2017, where the Council pledged to tackle all forms of racism, hate and discrimination; and • Brent Disability Forum will be discussing hate crime on public transport at its next meeting on 18/12/17.
Other passengers on public transport are often not accommodating of people with disabilities	<p>We are exploring opportunities to engage with bus companies around driver training for working with, and engaging, people with disabilities.</p> <p>TfL has recently made a policy change giving wheelchair users priority over people with children in pushchairs in the designated space on buses for wheelchairs and pushchairs. Bus drivers are now required to help people with children in pushchairs move to different parts of the bus, stopping the bus and helping passengers fold up the pushchair if necessary.</p>
Could the accessibility of passenger transport/dial-a-ride be increased?	Dial-a-ride is a TfL operated service, we have fed this information back to them. We can explore opportunities for increasing the volume of passenger transportation in Brent although this could be difficult given that transport budgets currently have no capacity to absorb additional costs.
Signage at tube stations and on tubes are sometimes not as clear as they could be	TfL is responsible for signage at tube stations, we have fed this suggestion back to them.
People riding bikes on pavements can make people with mobility issues feel unsafe	Neighbourhood Police teams have responsibility for tackling this issue. Due to prioritisation of resources, it can sometimes be difficult to enforce unless it is a recurring issue.
Some buses forget to stop or deliberately avoid wheelchair users	We are exploring opportunities to engage with bus companies around driver training and have fed this information back to TfL.
There is a considerable height difference at some tube stations between the tube and the train	TfL is responsible for this issue, we have fed this comment back to them.
Could there be a badge that people with disabilities can wear on public transport to indicate that they are disabled. This could be modelled on the 'baby on board' badges that TfL provide to pregnant women.	TfL have recently introduced a 'please offer me a seat' badge that can be worn by people with disabilities which serves the same function as the 'baby on board' badges that they provide.

Could TfL staff take an active approach to intervening in bad behaviour on buses	TfL is responsible for this, we have fed this comment back to them.
Could there be more buses and bus routes in the afternoon	TfL is responsible for this, we have fed this comment back to them.
Could screens be placed at every bus stop to inform passengers about changes to routes/stops	TfL is responsible for this, we have fed this comment back to them.
Create an easy-read application to inform residents about changes in bus routes and temporary bus route changes	This can be considered by Brent Council.
Bus drivers sometimes do not wait for people to sit down on buses after they embark. This can cause people with mobility issues to trip or fall.	We are exploring opportunities to engage with bus companies around driver training for working with and engaging people with disabilities. We have also fed this information back to TfL.